SFA Modernization Partner

United States Department of Education

Student Financial Assistance

Configuration Management Standards Using Rational ClearQuest

White Paper

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Introduction

ClearQuest is the defect tracking too within the Rational Suite. The SFA Modernization Partner project is utilizing ClearQuest as a request, issue, and action item tracking database. The interface to ClearQuest is available on the web, so any user is capable of logging on and submitting a request/issue/action item. The databases can be administered from the Aerospace building so user ID's will be controlled by a designated contact. All enhancement requests will be documented and assigned a level of effort to decide whether the change can be implemented. The schema for the database can be used to create databases for specific project to track bug defects and any other requests. There is also the capability of email notification when a person is assigned to a task. This functionality is still being tested and will be communicated when completed. Procedures for logging, viewing, and updating issues/action items into the database are detailed in the next section.

Using ClearQuest

This section describes all the necessary steps needed by users of ClearQuest. The following tables explain the procedures for submitting issues/action items to the database, viewing the items through queries, and updating tasks as needed.

Procedures for Submitting Issues or Action Items in ClearQuest

#	Step	Responsible	Tool/Mechanism	Procedure
1	Identify issue/action item	All	Communication	Identify issue/action item.
2	Submit issue/action item into database	Developer / Tester / User	ClearQuest	Type 4.20.14.228/cqweb in browser. Log in with ID and click on "Submit defect". Required fields are in red. Click OK when finished.
3	View issue/action item	User	ClearQuest	View requests based on specific needs. See details below on creating queries in ClearQuest.
4	Choose appropriate issues/action item	User	ClearQuest	Click on link of the appropriate issue/action item.
5	Assign	All	ClearQuest	Choose Actions->Assign. Assignee and email are required.
6	Close	All	ClearQuest	Choose Actions->Close. Resolution field is required.

Procedures for Adding New Projects to the Project Field

#	Step	Responsible	Tool/Mechanism	Procedure
1	Identify project	All	Communication	Identify project.
2	Submit project into database	Developer / Tester / User	ClearQuest	Type 4.20.14.228/cqweb in browser. Log in with ID and click on "Submit record". Choose "project" from the dropdown list. Required fields are in red. Click OK when finished.

Procedures for Generating Queries in ClearQuest

#	Step	Procedure
1	Log into ClearQuest	Type http://4.20.14.228/cqweb into a browser from a workstation. Type the ID in the login and then the password. Choose "MGMT" for the database.
2	Create a New Query	Click on Create New Query on left hand side of page. In the drop down list, choose defect. DO NOT choose any other option.
3	Name Query and choose	Choose a descriptive name for your query, as it will be stored

	details	for other "eai" users to see. Now pick each of the fields that you want to see in the report by clicking on the drop down boxes on the left. Then choose which fields should be sorted. Make sure you choose all requests where project = eai.
4	Choose filter or prompt	If you choose filter for a field, you must be able to supply an exact value of what is needed. If prompt is chosen, the query will prompt the user for values desired or not desired. If neither field is chosen, then all values of that field will be returned.
5	Click Next	Click the next button on the top right. If you chose filter, it will ask for values. If you chose prompt, it will ask what you want the message to ask the user.
6	Click Next again	This will complete your query.
7	Run the query	Click on Run query and your results should be shown if there are records matching your parameters.
8	View requests	You can view any request by clicking on the hyperlink provided in the summary.